



April 5, 2010

IVHInsights

NEWS FROM PERSONNEL SERVICES

by Dennis Mack

As of this writing 66% of the Mandatory Unpaid Days (MUD) have been taken by IVH staff. Since we are two thirds into the required time period to exhaust MUD, **we are right on track.** All employees must take MUD by June 24. Retiring employees will pro-rate their MUD. Should it become necessary to schedule MUD to ensure that every employee takes the required number of days, employees will be given 14 days notice. Please remember that the money for MUD has already been taken from our budget.

Pictured above are R.E.A.L. Committee volunteers Wayne Pierson, Teresa Schrader, and Sue Ferris. On April 2nd, the Easter bunny and duck delivered goodies to IVH staff on behalf of the R.E.A.L. Committee. Not pictured are Tedra Henze. More photos on page 4.



Commandant's Corner

On March 31, IVH staff completed a two day training session provided by Eden Alternative in Culture Change. Those staff will be instructors and champions for moving IVH into a more refined approach to person-centered care in an environment that is more like a person's home. Beginning in July, they will initiate training for all staff which will be coupled with our annual Blitz training. This will allow all staff to be trained in the upcoming fiscal year.

Recently, a question was raised about the legitimacy of staff using IVH-purchased styrofoam products for personal use. As a result of that question, this is to remind everyone that Policy 110 addresses the issue. It states that "employees are not permitted to use any IVH property for their personal use either on or off duty". This includes supplies such as styrofoam cups, plates, et cetera. These products are purchased for use only by residents and by employees only in the performance of their duties or activities.

As of this writing we are now only two weeks away from the final day for employees to indicate their intent to take advantage of the early retirement program. It is clear that we will say goodbye to a number of experienced and valuable peers and friends. We will all miss them tremendously.

The Board is working very hard to identify what positions need to be refilled and what functions need to be maintained in order to fulfill our mission. The Board is also looking at possible alternatives on how to provide essential functions other than filling every vacancy that occurs. We have received a number of suggestions from staff on these issues and are reviewing them all very carefully. As I indicated earlier, our first priority will be refilling direct-care positions with a very close secondary priority of making sure we are able to maintain essential functions.

Commandant John Mathes

UAW Local 1024 donates to IVH



Pictured are Paul Dennis (left) and Richard Capp (right) from UAW Local 1024 Veterans Committee in Cedar Rapids presenting a check for \$500 to Commandant John Mathes on March 10th. The money will be used to purchase a Gaymar T Pump Heat Therapy System.



Caring.
Our only reason for being

this issue

Continuous Improvement P.2

Employee Health P.2

Training Department P.2

Admissions Department P.3

Food & Nutritional Services P.3

Calendar of Events P.4

Announcements P.4

Rehab Services P.4

EMPLOYEE HEALTH

by Patti Sharp

April TB Tests

All employees with April birthdays whose last names begin with letters A through L are required to have a TB test. The test will be administered in Employee Health on the following date and time:
Monday, 04/05/10
6:15 AM to 8:30 AM
2:00 PM to 3:15 PM

The test will be read on:
Thursday, 04/08/10
6:15 AM to 8:30 AM
2:00 PM to 3:15 PM

If you need to make other arrangements, contact Teresa Keith at ext. #507. Testing must be completed by the end of the month.



IVH Insights is a twice-monthly publication of the Iowa Veterans Home.

Editor

Lisa Purvis—PR/Marketing

To submit news or questions, please email:

ivhinsights@ivh.state.ia.us

Call ext. 4397 or
send to PR/Mktg Dept.

News from Continuous Improvement

On March 30 and 31 staff from the Eden Alternative group provided 16 hours of education to 30 IVH staff on a variety of culture change topics such as the basics of culture change, learning circles, person-centered care and battling the three plagues of nursing home life. The IVH staff will now pass this education on to all of us over the next year as IVH makes improvement to the current model of care.

Efforts continue throughout the facility towards culture change. More department/work areas are getting involved in person-centered care efforts and implementing person-centered concepts in their work routine.

Several departments have become involved in “rounding” in the resident care areas. Each staff person takes a turn checking in with residents who are in their rooms. The result has been that the residents are more content, less anxious, and call light use is reduced. In addition to unit staff and IRCC team members, department directors, and supervisors, areas participating in rounding include Health Information Mgmt., Dietary, Psychology, Performance Improvement, Safety, Rehab Services, and the Adjutant.

Dietary department staff have been providing food and assistance for unit planned meals. Additionally clothing protection is now available in the dining room and the line is open over a two-hour period for each meal.

Nursing continues to trial and adapt several person-centered approaches including:

- Allowing residents to awake when they want;
- Meals on the unit –breakfasts of omelets, waffles, and fried eggs—some weekly--some every other month; and
- Primary care givers—staff partner with residents and are responsible for room cleaning assistance, care bucket/razor cleaning, specific care treatments, participating at IRCC meetings, family contacts.

Additionally some areas are trialing soft med times—am & pm, unit staff going on recreation trips, staff directed activities, time slips program, and “I” care plans.

With the help of housekeeping/maintenance staff many units have improved the bathing experience with changes to the shower rooms. Additionally several units are taking steps to improve the dayrooms on the units to include a sitting area with carpeting, larger TV, soft furniture, and lamps. Some areas have fireplace hearths.

In any area of the Iowa Veterans Home you will see staff from all work areas going out of their way to offer assistance to Veterans—which reflects in our mission: Care—our only reason for being.

contributed by Jim Elliott and Kristy Kelley

Training Information *by Wayne Pierson*

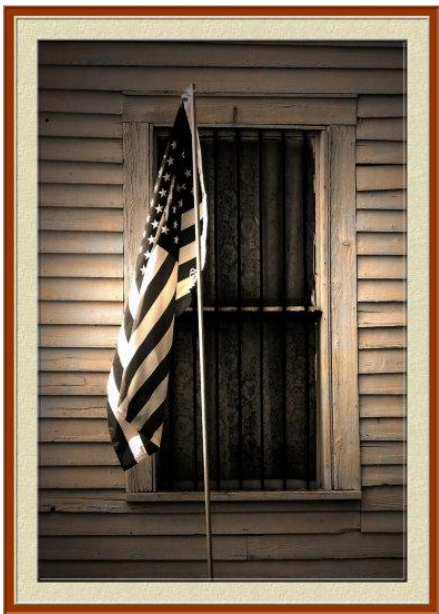
From the “Speaker’s Source Book II” here is a story for those of us so fearful of making a mistake in our work. A now famous story at IBM involved founder Thomas Watson and one of his Vice-Presidents. The Vice President took the initiative in developing a new \$10 million dollar product that ended up becoming a colossal failure. Watson called the executive to his office saying there was something he wanted to discuss with him. Sure he was going to lose his job, the young man blurted out, “I guess you want my resignation.”

Watson replied, “You must be kidding. We’ve just spent \$10 million educating you.”

Management Consultant Peter Drucker tells this story as he quotes, “People who are not making mistakes are sure to be mediocre; this is comforting to those of us who make mistakes as part of our daily regimen.”

So don’t be afraid to try something new, you may find something better.

Admissions Department *by Doug Freeman*

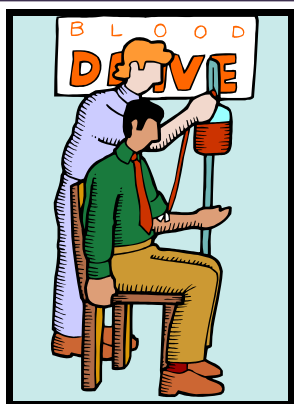


The VA Central Iowa Health care system is promoting the Community Residential Care (CRC) program which provides health care supervision to eligible Veterans who are not in need of hospital or nursing home care, but who, because of psychiatric or psychosocial conditions, cannot live independently or whose family is unable to provide appropriate care. CRC placement gives the Veteran the opportunity to improve independent living skills and social functioning in the least restrictive, non-institutional, and supportive environment. The CRC Program Coordinator oversees VA-approved, privately owned, or group facilities providing room, board, medication assistance, laundry service, and assistance with basic activities of daily living.

The current census at IVH on March 29, 2010 was 679. If you have the opportunity to discuss nursing home placement with family and friends, this would be a great time for eligible veterans, spouses or widows to apply. IVH currently has several nursing home beds available at. The admissions office would be glad to discuss eligibility and placement with interested individuals. Kathy Kopsa is the Admissions Coordinator and can be reached at 641-753-4325. If you are aware of groups/organizations that would like to hear about the changes at IVH and the move towards person-centered care they should contact Lisa Purvis at 641-753-4397 to schedule.

The star we show at Blitz has points that represent the perspective of the resident, the other resident, and the family of the primary resident. The two other points represent the staff at IVH, and the regulatory presence in any interaction.

As we have changed our perspective and focus here at the IVH to person-centered care, and continue to work on making culture change happen, it is important to remember that in any situation, all of the above perspectives should be taken into account as the resident makes his/her decision. By considering all of these perspectives in a respectful discussion and manner, we believe that the resulting decisions will ultimately affirm the dignity, respect, health, and safety of the resident.



IVH/ABM Employee Blood Drive April 14

The next employee blood drive will be held on Wednesday, April 14, 2010 from 9 am to 3 pm in the Malloy LRC. At the last drive in October, 35 people donated and there were five first-time blood donors. Total blood collected 40 units. Our blood drive made a difference to over 100 Iowa hospital patients!

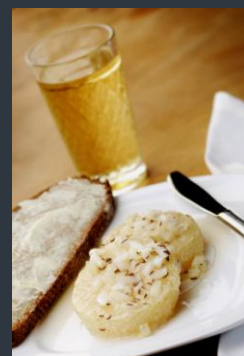
If you plan to donate at the blood drive on April 14, you cannot have donated blood after February 14. Call Jim Elliott at ext. 4599 for more information.

FOOD AND NUTRITION SERVICES

by Mark Freland and Jane Linnenbrink

A new work group called Nursing/Food Service has been set up. The first meeting was held in February. Food Service staff, Registered Dietitians, RN's, and other nursing staff are involved. This promises to be a worthwhile group promoting communication between the Nursing and the Food and Nutrition departments, as well as working to resolve shared challenges.

Anyone who has an issue for this group to take on may contact Sarah Workman (ext. 4204), Mark Freland (ext. 4562), or Jane Linnenbrink (ext. 4379) and they will be happy to take it to the group.





IVH Website Calendar

Submit your event information on the IVH website calendar. It's quick and easy and the calendar is available to staff, residents, and the community. Log on to www.iowaveteranshome.org and click on "Calendar" to begin.

Upcoming Events

Day	Date	Time	Event	Location
Sat	4/10	2 pm	Seymour Family Music Program	Malloy LRC
Wed	4/14	9am-3pm	IVH Blood Drive	Malloy LRC
Sat	4/17	1 pm	Spring Carnival	Malloy LRC
	April 18-24		National Medical Laboratory Professionals Week	
Fri	4/23	9am-3:30pm	Paid Nutritional Assistant Class	Whitehill Aud.

Announcements

Thanks to everyone for keeping me and my step family in prayer when my mother passed away. Your thoughts, kind words, and phone calls helped us through a very difficult time. I am blessed to have such caring co-workers. Karen Jones – David Hagar Family

All staff and/or residents interested in participating in the Spring 2010 Talent Show, please contact the Kim Marsh in the Music Therapy office at x4330.

Thanks to everyone for coming to my retirement party on Loftus 2, for all the cards, kind words and well wishes. I have enjoyed my years at IVH and will be thinking of you all as IVH continues to move forward. Bobbie Olson

Attention all **AFSCME LOCAL 2984 members**: we are once again accepting applications for our \$500.00 College scholarship. Qualification for the application is to be a child, grandchild or dependent of a current AFSCME LOCAL 2984 member and is a senior in High School. Applications are available from all LOCAL 2984 officers. Lists of officers are posted in all AFSCME locked bulletin boards in each building on the main floors.

I would like to thank all the thoughtful and caring people at IVH for keeping my family and me in your thoughts and prayers during my Mom's recent passing. Whether it was a kind word of sympathy, a hug, a beautiful plant, or memorial it was all so deeply appreciated. Thank you all for being so supportive and understanding. Dee Ennenga and the family of Margaret Smith



Retirements in the Rehab Services Department by Penny Cutler-Bermudez



The Iowa Veterans Home is going to lose a great deal of knowledge and experience in a very short time. We will miss our friends, peers, leaders, etc. very much, but what a wonderful opportunity for them. As I think about the employees in the Rehab Department that will soon be sleeping in, reading books, lying around in their pajamas sipping coffee, while we begin our day trying to figure out all the things that we wish we would have asked them before they left, I can't help but wonder how we prepare. Since I don't have the answer to this, I would just like to take this opportunity to tell you a little more about them before they are gone.

Karla Brannaman (pictured left) is an Activity Specialist 1. Karla is from North Central Iowa. She is married and has one 20 year old son. She has worked at the Iowa Veterans Home since March 1975. Karla began her employment as a Switchboard Operator and soon moved to Arts and Crafts. She then moved to Ceramics during a hiring freeze.

The thing that Karla is most looking forward to in retirement is spending time with friends and family. She also plans to assist in activities in her church that she hasn't been able to do while working. Her fondest memory at the Iowa Veterans Home is remembering when a resident said, "Someone I didn't even know bought something I made." She has truly enjoyed working in an area that allowed residents to be creative and experience joy in their daily lives.

Karla takes pride in the services provided in Ceramics. She is well organized and is always looking for new projects that residents will enjoy. She strives to make the environment warm and welcoming for the residents. It has been a joy to work with Karla and I know that she will be greatly missed by both staff and residents. I want to wish her a wonderful retirement and to thank her for her dedication and service.

Look forward to more featured retirees coming in the next Rehab article.